

# Warranty Policy for Motors



## Limited Warranty

WEG provides a limited warranty against defects in materials and workmanship for a specific period, but in no event later than the expiration of the warranty period. If a product date code is within its stated warranty period, no proof of date of purchase is required. Otherwise, a copy of the invoice is necessary to show the date of invoice. Purchases of WEG products from unauthorized dealers or distributors voids warranty coverage. WEG's authorized dealers and distributors are listed on our website at [www.weg.net](http://www.weg.net).

## No-Fault Warranty Procedure

Motors with frame sizes 215T and smaller, excluding Washdown Motors, are covered under a "No-Fault" warranty procedure. This permits each covered motor to be returned and replaced or credited once if the customer believes it has a defect. If there is more than one failure, please contact the WEG Service Department. The warranty claim may be submitted to WEG on our website at [www.weg.net](http://www.weg.net), our e-commerce portal (EASY), or by regular mail. When submitted by mail, the following must be sent to the WEG Service Department to process a warranty claim:

- Original nameplate from the failed motor
- Copy of the original WEG invoice or invoice number for the failed motor
- Brief description of the failure for quality control purposes

## Warranty on Washdown Motors (HydroDuty™, PickerPlus™, HydroWash™, and Shark™)

The following must be sent to the WEG Service Department to process a warranty claim:

- Copy of the original WEG invoice or invoice number for the failed motor
- Brief description of the failure for quality control purposes accompanied by photographs supporting the claimed failure
- It may be required to have the motor sent to WEG or to a local service partner for further evaluation.

## Warranty on Larger Motors

WEG requires that motors larger than 215T frame be inspected by a WEG Authorized Service Center or an EASA-affiliated service center. The following must be sent to the WEG Service Department to process a warranty claim:

- Completed EASA inspection report
- Repair quote approved by WEG
- Copy of the original WEG invoice or invoice number for the failed motor
- Brief description of the failure for quality control purposes accompanied by photographs supporting the claimed failure

## Warranty Period

|                                                            |                                                                             |
|------------------------------------------------------------|-----------------------------------------------------------------------------|
| Standard Efficiency and High Efficiency Low Voltage Motors | 18 months from invoice date                                                 |
| Catalog Premium and Super Premium Low Voltage Motors       | 36 months from invoice date                                                 |
| Catalog W22 IEEE 841 Motors                                | 60 months from invoice date                                                 |
| Washdown motors - HydroDuty™, HydroWash™, and Shark™       | Earlier of 42 months from invoice date, or 36 months from installation date |
| Washdown Motors - PickerPlus™                              | Earlier of 30 months from invoice date, or 24 months from installation date |
| Alternators                                                | Earlier of 12 months from start-up date, or 18 months from invoice date     |
| Custom Built Motors                                        | Earlier of 12 months from start-up date, or 18 months from invoice date     |
| Custom Built W50 Motors                                    | Earlier of 18 months from start-up date, or 24 months from invoice date     |
| MV Catalog Products                                        | 36 months from invoice date                                                 |

## Warranty Service

If a WEG product requires warranty service due to defective materials or workmanship, WEG shall, at its option: (i) repair or replace the product, or (ii) refund or credit of the purchase price of the product. Warranty service does not extend the warranty period. Warranty coverage is applied to products that have been, at all times, properly stored, maintained, operated, and used under operating conditions for which the product was designed. WEG is not responsible for any expenses incurred in installation, removal from service, transportation (freight) or consequential expenses. THE FOREGOING REMEDIES SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER.

## Authorized Service Centers

WEG has service centers around the world to meet the needs of our customers. Information regarding the nearest service center can be found on our website at <https://www.weg.net/institutional/US/en/contact/service-network> or by calling 1-800-ASK-4WEG (1-800-275-4934). Any warranty repair by a service center must be pre-approved by WEG. Service centers should not remove the nameplate nor make repairs without being requested to do so by a WEG Service Department representative.

NOTE: For all Ingersoll-Rand motors, please contact the WEG Service Department prior to any inspection.

WEG USA General Terms and Conditions available at [www.weg.net](http://www.weg.net) apply to all orders.

Contact WEG Service Department:

Toll-Free: 1-800-839-2529 E-Mail: [warranty@weg.net](mailto:warranty@weg.net)